

COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

September 2003

New Chapter Begins For Spring Valley Readers

Dozens of library lovers joined Supervisors Dianne Jacob and Ron Roberts and library staff on Aug. 14 as they cut the ribbon to officially open the new Spring Valley branch of the San Diego County Library. The \$3.1 million library is located on the campus of La Presa Middle School. The County funded the building and the La Mesa-Spring Valley School District provided the land for the project. An adjacent gymnasium and teen center are expected to be completed next fall. (Right, Supervisors Jacob and Roberts cut the ribbon. Below, a view of the library.)



HCD Employees Target Fraud In Section 8 Program

Members of Housing and Community Development's Program Review section have a full plate when it comes to ensuring eligibility for the Section 8 rental assistance program.

Among their duties is reviewing the work of housing caseworkers, to make sure all eligibility criteria have been met by potential recipients. They also respond to complaints that recipients are violating the rules of the program. Under the Section 8 program, HCD administers \$96 million in housing assistance funds provided by the federal government. People who meet the eligibility requirements have part of their rent paid each month.

"Program Review's job is to make sure those dollars are spent on families that need



Bonnie Petrach and
Dwight Flesher

(continued on page 3)

Use It Again, Sam — Buying Recycled Products Helps The Environment

There's more to recycling than tossing cans or bottles in a special bin – what happens to the recyclables once they've been collected?

"We want people to feel good, as well, when they buy recycled products," said County recycling specialist J Taylor. "It is just as much a part of the whole recycling circle."

That is why Taylor, his colleagues and the Board of Supervisors encourage County employees to buy recycled materials by following Recycled Products Procurement (Policy B-67).

The policy directs County departments to buy products with recycled content to the greatest extent possible, from recycled paper to "crumb rubber" (recycled shredded



Products with recycled content.

tires). County employees can give materials a longer useful life and keep them out of the dump.

"Buying recycled products helps 'close the loop', creating a demand for the materials recovered by recycling collection," said

Michael Wonsidler, also a County recycling specialist.

County recycling specialists – employees of the Department of Public Works – encourage all County buyers to purchase recycled-content or remanufactured products used in their departments, such as toner cartridges, trash bags and other plastic materials, business cards, printing and writing paper, newsprint, tissue products, packaging and paperboard, and even construction materials. There are many such products and more coming out all the time. (And don't forget – printer cartridges should be returned to Corporate Express for recycling.)

"Buying recycled helps keep reusable

(continued on page 3)

NewsBriefs

Veterans Stand Down

The Department of Child Support Services was one of dozens of community agencies on hand in July for the 16th annual Stand Down event at San Diego High School. More than 700 homeless veterans attended the event, and were offered spiritual assistance, drug and alcohol counseling, medical and dental care and job placement services. DCSS worked with 57 veterans over the event's two days, working with them to resolve issues related to their child support cases. DCSS staff participated both on scene and by phone from the department's office. In addition, the Public Defender's Office helped 128 homeless veterans resolve 400 criminal cases.

Girls Rehabilitation Facility

The completion of a 20-bed expansion of the Girls Rehabilitation Facility in Kearny Mesa was marked in July with a ribbon-cutting ceremony and remarks by Board of Supervisors Chairman Greg Cox and Presiding Juvenile and Family Court Judge James Milliken. With the \$1 million expansion, the GRF can now house 50 girls between the ages of 11 and 18. GRF is a minimum-security facility, where girls serve in custody for an average of 120 days. While at GRF, the girls attend school, participate in anger management and conflict resolution classes, receive substance abuse treatment and counseling, and take part in literacy programs.

Calling All Suggesters

The DIBBS (Do It Better By Suggestion) program wants your money-saving or productivity-boosting ideas. Employees can submit their ideas online via the Intranet at cww or on an Ideagram. For more information call the DIBBS office at 619-528-2787. For a complete list of award winners from the second half of Fiscal Year 2002-03, check out County News Extra online.

CECO Lends a Hand

The Board of Directors of CECO, the County Employees' Charitable Organization, will meet Sept. 11 to consider the Allocation Committee's recommendations of which nonprofits should receive grants this year. The list includes more than 75 recommendations, totaling \$237,000, all funded by County employees' donations. The recommendations include repairing a ceiling at a women's center and the purchase of a portable external defibrillator for a social service agency. For more information about CECO, check out the Chief Administrative Officer's home page on the County Web site. Funds approved by the Board of Directors will be handed out to the recipient groups at CECO's annual awards luncheon on Oct. 8.

See the online version of County News for more News Briefs



In Walt's Words

Keep the Customer Satisfied!

Providing excellent customer service to the residents of San Diego County has long been a priority of County government. After all, that's why we're here!

I'm very happy to see that all of you place a high value on customer service, too. In our latest countywide customer satisfaction survey, we received a 94 percent rating for overall positive impression. That's just what we want to see.

One of the tools in our arsenal for providing great service is our Customer Service Center, which turned five years old in August. This office is part of the Land Use and Environment Group, and offers support to departments in maintaining and improving their customer service. Congratulations to Customer Service Center Manager Wendi Pomerance and her excellent staff.

The center helps us measure and track how we are doing when it comes to customer service. Over the past five years, the Customer Service Center has collected and analyzed 54,000 customer satisfaction surveys, made 12,000 Mystery Shopper contacts and sent out 1,500 Thank You cards to employees for achieving perfect 5.0 customer service ratings.

The Customer Service Center has also trained thousands of employees and carried out projects ranging from establishing telephone etiquette standards to assisting with the redesign of our County Web site to make it more customer-friendly.

When it comes to customer service, County of San Diego employees are simply the best. Over the past five years, we have doubled the number of departments scoring 95 percent or better on customer satisfaction surveys. Since the Customer Service Center was established, the number of people filling out survey cards has also nearly doubled - from 3,200 to 6,000 each survey. More people are taking the time to write in comments about outstanding service they have received, and we've pulled up our lowest departmental ratings from the low 60s to around 80 percent. (The departments with the top customer service ratings have consistently scored in the 90s).

The combination of your dedication to customer service and the able assistance of the Customer Service Center have given us customer satisfaction levels that would be the envy of any local government. It takes all of us to make this work for our customers, from front-line employees to senior managers.

I want to congratulate all of you for your dedication to customer service, and for showing the people we serve that they are valued customers.

Keep up the good work, and have a great month!

Walt Ekard
Chief Administrative Officer

HCD Program Review

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it ... and are eligible for it," said Bonnie Petrach, Program Review supervisor.

Section 8 eligibility rules look at such things as income, who is living in the rental unit and criminal histories of the program participants. For example, people with convictions for certain drug, sex or violent offenses would not be eligible.

Responding to complaints, Petrach, housing specialist Dwight Flesher and their co-workers try to find out who is playing by the rules, and who isn't. Those caught cheating could find their benefits reduced or cut off altogether.

More than 10,000 local families now participate in the program, but another 20,000 families are on the waiting list. That's why HCD officials say it is vitally important that people who commit fraud are weeded out of the program.

In recent years, HCD has made fraud detection and prevention one of its top priorities, enlisting the aid of the District Attorney's office to help clear a backlog of complaints and consider prosecutions for criminal fraud.

"Once people see we're serious about it, people will drop off the program who are committing fraud," said Petrach. "Then we can issue the voucher to another family."

The methods of committing fraud are numerous; the most common violation is having unauthorized people, with unreported income, living in the unit.

Some own businesses while receiving rental assistance, while others may have unreported assets. Recently, the program review employees photographed a brand-new Cadillac Escalade that was believed to be owned by a Section 8 recipient.

The HCD staff also shares information with law enforcement agencies.

"For us, it's a lot of networking," said Flesher. He recalled a recent case in which a fugitive parolee was discovered living in San Diego County during the course of a housing fraud investigation. A phone call to parole officials led to the man's arrest.

When someone is terminated, he or she has a right to an administrative hearing in front of an independent hearing officer. They can also appeal the decision in Superior Court.

The HCD employees keep busy: last fiscal year, they terminated some 120 recipients for violating the rules, and referred \$1 million in overpayments to the County's Revenue and Recovery office for collection.

With housing at a premium in San Diego County and rental prices remaining high, the need for Section 8 is greater than ever. For those who need it, the program can be a lifesaver, allowing them to live in a decent, clean, properly maintained home.

[Ver•ba•tim]

Letters from satisfied customers served by County employees.

Allan Cochran (Retirement Association) was thanked by a retiree he assisted.

"Allan Cochran went over and above the usual help and advice when I needed to change over from COBRA to one of the SDCERA group plans. Thank you!"

Sonia Duarte (Public Defender) received praise for her assistance in interpreting during an interview with an inmate at the Vista Jail.

"I very much appreciate both her flexibility and the assistance of your office in helping me conduct my evaluation without having to reschedule."

Cid Tesoro (Public Works) was singled out for his assistance during a training session for stormwater pollution prevention.

"Cid's observations, suggestions and insights added greatly to the quality of our program."

Bob Fuller and **Kathleen Hyder** (Public Works) and **Maria Rogers** (Environmental Health) were thanked for their help with an event at the San Diego River Park - Lakeside Conservancy.

"Often, public employees hear only about the 'bad' things. I want you to know that you have a great staff. They made a very complicated process as easy as they possibly could. They are wonderful."

Theresa Ollivierre and **Patricia Smith** (Public Works) received kudos for helping to resolve a sight clearance problem.

"Please pass on to these two people I appreciate their excellent customer service."

Argia McKercher (Assessor/Recorder/Clerk) earned thanks for helping a city's code enforcement staff.

"She has the skill and leadership qualities that appear to have set the benchmark for service at the San Marcos office."

Bernadette Talia and **Donna Hawkins** (HHSA) were thanked by a former client.

"I can't tell you and Bernadette 'thank you' enough! I'm eternally grateful. Many thanks. I'll never forget you."

Check out the online version of County News for more Verbatim.

Recycle

(continued from page 1)

material in the economy, reduces waste needing to be placed in a landfill and conserves resources, particularly energy," Wonsidler said.

According to *The Recycler's Handbook* by The EarthWorks Group, using a remanufactured toner cartridge saves the equivalent of three quarts of oil and two pounds of plastic, and using recycled fiber to make paper instead of virgin pulp cuts energy use by up to 74 percent.

The recycling specialists also urge employees to look for the correct symbols on the packaging to distinguish between recycled and "virgin" products.

County employees can check with

Purchasing and Contracting or do their own research on the availability of recycled-content products, said Wonsidler. "Finding ways to conserve energy and landfill space is beneficial for all county employees and residents."

Before purchasing materials, employees can check the Web to learn more about recycled products: EPA Comprehensive Procurement Guidelines, <http://www.epa.gov/cpg>, California Integrated Waste Management Board Recycled Products Database, <http://www.ciwmb.ca.gov/RCP>.

Or call Wonsidler at (858) 874-4081.

NEWSMakers NEWSMakers

Mark McPherson has been appointed chief of the Department of Environmental Health's Land & Water Quality Division. He replaces Jack Miller, who has become chief of DEH's Community Health Division. McPherson joined DEH in 1990. He has a degree in biology from UCSD and is a registered environmental health specialist.

Roy Pickering of the Department of Public Works received an award in July's International Geographic Information System (GIS) User Conference, which was held in San Diego. Pickering was recognized for a map he created that displayed the locations of Mexican fruit flies in Valley Center. The map was selected for the group's "Most Analytical" award. At the same conference, **Lisa Luers** of HHSA was awarded "Best Cartography" for the San Diego region, and **Dave Lindsay**, HHSA's GIS coordinator, presented a GIS paper.

Dr. Steven Campman of the Medical Examiner's Office recently served a two-week rotation in Landstuhl, Germany, his annual commitment as an Air Force reservist. Campman is designated as an Armed Services Medical Examiner, and

has responsibility for medical-legal investigations for Europe, Southwest Asia, the Mediterranean and Africa.

Nine San Diego County Library staff members received State Library Scholarships to attend graduate library school. The staff members are **Doris Adams-Hillert**, Fletcher Hills; **Amanda Schukle**, Tech Services; **Mazhari Farzaneh**, Tech Services; **Jennifer Williams**, Bonita; **Jeremy Williams**, Rancho San Diego; **Renee Farmer**, Encinitas; **Rudy Narvaez**, Facilities; **Pat Tirona**, Solana Beach; and **Margaret Esther**, Ramona.

Deputy District Attorneys **Jeff Dusek** and **George "Woody" Clarke** were named San Diego County Prosecutors of the Year for their successful prosecution of the David Westerfield case. Deputy District Attorney **Chandra Carle** received the Deputy District Attorneys Association's (DDA) Outstanding Achievement Award for her successful prosecution of the People vs. Ronald Barker and Ny Nourn. Deputy District Attorney **David Williams** was honored with the DDA's Charles Nickel Award for his significant contributions to criminal prosecutions at the statewide level.

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.



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HHSA Analyst Makes the Right Moves Western Dance Leads to Romance

Aaron Lorenzen's gotta dance.

The Health and Human Services Agency information technology analyst may not be Gene Kelly, but most people are surprised to learn he's an award-winning dancer.

Lorenzen and his wife/dance partner, Tiffany, travel all around the country to compete in Western dance events, where they win prizes and teach workshops.

They're quite the pair in their sparkly matched costumes. Most men, Lorenzen admits, wouldn't go this far to spend time with their wives.

"I work all day and hang out with her at the dance studio until 10 at night," he says with a satisfied smile.

Lorenzen started dancing in 1995 after his parents started dancing in United Country Western Dance Council events. He remembers his mother taking him out on the dance floor and saying, "All you do is go 'quick-quick, slow-slow.'" Lorenzen picked it up immediately.

After six months of lessons, he was ready to find a partner and compete. He soon started teaching. In 2000, he was approached by Tiffany, who had just lost her partner.

They clicked, and in November 2001, the partnership became a marriage.

The Lorenzens dance in the Open Showcase division, which means they choreograph their routine to a song. In the Classic division, contestants get the song 10 minutes before competition and use pre-choreographed routines.

The two often win first or second place, and Lorenzen hopes they will soon place in the Masters division – they need just one more win this year to get there. They plan to go to the UCWDC world championships in Nashville in 2004 and hope to place in the top five.

The presentation and showmanship aspects of dancing appeal to Lorenzen, and he's good enough at it that people at competitions regard him as something of a celebrity. But he's too down to earth to let that affect him.

"My mentor told me people will treat you like a superstar, but the moment you leave, you are back to who you were," he says.

"I always keep that in my head."



Aaron and Tiffany Lorenzen show off one of their award-winning moves.

COUNTY NEWS *Extra*

Service Awards

Congratulations to County employees reaching the following milestones in September:

30 years

Janel Egman Pehau (Auditor & Controller)

Daniel O. Canfield (Sheriff)

George T. Bennett (District Attorney)

Margaret E. Cameron (Probation Dept.)

Dennis P. Santiago (Probation Dept.)

Sheila T. Baltrip (Health & Human Services)

25 years

Gloria H. Hinkley (Clerk Board of Supervisors)

Chantal M. Saibe (Land Use & Environmental Group)

Jeanette N. Murray (Auditor & Controller)

Willis T. Tolliver (Assessor)

Glenna L. Chevalier (Treasurer-Tax Collector)

Debra Lee Barrett (Sheriff)

Susan P. Cox (Sheriff)

Edward C. Jackson (Sheriff)

Brian E. Tripp (Sheriff)

Charlene Ranger (Animal Control)

Raquel Escalante (Health & Human Services)

Sonia M. Rodriguez (Health & Human Services)

20 years

Enrique Garcia (Dept. of Human Resources)

Harry W. Blackwood (Treasurer-Tax Collector)

Michael A. Bowles (Sheriff)

Anna M. Gonzalez (Sheriff)

William M. Kemery (Sheriff)

Scott H. Kleinhesselink (Sheriff)

Hector Rodriguez (Sheriff)

Stacy Metz-Adams (Probation Dept.)

Scott M. Countryman (Probation Dept.)

John E. Hensley Jr. (Probation Dept.)

Abraham Salazar (Probation Dept.)

Linda A. Latimer-Yoakum (Probation Dept.)

Rosaura Olea (County Library)

Vernon E. Wainscott (Housing/Community Development)

James C. Miller (Dept. of Public Works-RO)

Dorothie B. Fritz (Health & Human Services)

Myra L. Glenn (Health & Human Services)

Janet A. Holcomb (Health & Human Services)

Andrea Y. Jackson (Health & Human Services)

Ester Q. Reyes (Health & Human Services)

Janet R. Steverson (Health & Human Services)

Carolina R. Nepomuceno (Superior Court)

Sheryl D. Ringel (Superior Court)

In Memoriam

William G. Anderson (Registrar of Voters, 1977) 7/03

Robert L. Gregory (Revenue & Recovery, 1986) 6/03

Donald R. Hager (Sheriff, 1992) 7/03

Ruth A. Hartman (Health Services, 1976) 7/03

Donald L. Hickox (Auditor & Controller, 1978) 6/03

Mary A. Jabben (Marshal, 1978) 6/03

Jerry G. Laird (Auditor & Controller, 1983) 5/03

William Leard (Medical Examiner, 1992) 7/03

Elizabeth N. Lennon (Social Services, 1987) 7/03

Dorothy Mayer (Health Services, 1979) 6/03

Roy M. McDaniel (General Services, 1982) 7/03

Ronnie S. Neal (Probation, 1995) 6/03

Anne J. Pendarvis (Farm Advisor, 1981) 6/03

Robert H. Schmitt (Sheriff, 1995) 7/03

George R. Tatum (Probation, 1975) 7/03

Alice C. Thomas (DMD Edgemoor, 1978) 6/03

Ethel M. Triphaus (Health Services, 1967) 6/03

Helen G. Zacholl (Health Services, 1998) 7/03

Our thoughts and prayers are with the family and friends of active County employees Gwendolyn Freow (7/03), Elizabeth M. Quijencio (7/03) and Jesus A. Vasquez (7/03).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered for either *County News* or *County News Extra*, please contact the newsletter editor at (619) 595-4627 or e-mail at countynews@sdcounty.ca.gov. Items can also be faxed to (619) 595-4664 or mailed to MSA-359, Attn: *County News*.

Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Abdulahi I. Aidid (HHSA)
Dolores Augustin (HHSA)
Katari Campbell (HHSA)
Cheryl M. Castro (HHSA)
Cesar A. Claros (Information Services)
Judith L. Costanzo (HHSA)
Lydia F. Delacruz (HHSA)
Martin G. Field Jr. (HHSA)
Lois M. Fleming (HHSA)
Maurice S. Freitas (Sheriff)
Eleanora R. Gelinas (Environmental Health)

Josefa Gonzales (HHSA)
Mary E. Grabski (Superior Court)
Timothy J. Griffin (HHSA)
Ellen Hosley (Superior Court)
Jo A. Hunter (HHSA)
Michael R. Johnson (Public Works)
Kathleen K. Kaiser (Library)
Robin P. Kayser (Sheriff)
Iqbal Khan (Auditor/Controller)
Roberta J. Lake (Superior Court)
Lynn M. Marceau (Superior Court)
Luis Mendoza (Sheriff)

Gregg A. Michel (HHSA)
Jerry L. Nielsen (HHSA)
Sharon A. Niesley (Superior Court)
Victoria V. Nogra (HHSA)
Cathleen A. O'Connor (Superior Court)
Thomas Rider (D.A.)
Mary Melzer-Rojas (Assessor's Office)
Marjorie A. Stewart (Auditor/Controller)
Thelma L. Wilson (HHSA)

[Ver•ba•tim] *extra*

Steven Lamoureux (Assessor/Recorder/Clerk) was thanked for helping a property owner correct an appraisal.

"Your good service is appreciated, and I wanted you to know that you can be proud of the people who represent you. I am grateful."

Adriana Diosdado (Assessor/Recorder/Clerk) delighted a customer by helping her avoid extra paperwork.

"I appreciate Adriana's effort of going the extra mile."

Irma Pimentel (Assessor/Recorder/Clerk) was thanked for helping someone transfer property to his name.

"What impressed me about Irma was the sincerity she truly conveyed in not only helping me with my problem, but also educating me on how the 'system' worked when a parent (namely my father) transfers his property in my name."

Regina McInerney (Assessor/Recorder/Clerk) received rave reviews for her service to a customer at the El Cajon office.

"Ms. McInerney is the most caring, positive, gracious, knowledgeable, and polite public employee I have experienced in many, many months. She could not have been nicer or more patient. WOW!"

Ellen Zyroff (Library) was commended for her assistance in providing photos of library volunteers.

"We are so pleased to be working with people like you. It makes all of the effort worthwhile."

Francis Quenga (Assessor/Recorder/Clerk) was thanked for helping a customer who came in to look up information on liens.

"Francis Quenga was pleasant, efficient, and interested in helping me get what I needed. She was polite and assisted me in resolving some of the questions that only someone who knew the system well could answer. She is very definitely an asset to your organization."

Candace Smith (Probation) was thanked for her efficiency and patience from a stranded motorist on the 15 Freeway.

"I was so nervous I couldn't use my car phone. Candace did it for me and stayed with us until the tow truck came. Please commend her for her good judgment and kindness."

Gang Suppression Unit (Probation) was praised by an East County Chief of Police for their assistance, professionalism, and expertise while searching, documenting, detaining, and interviewing gang members.

"Without their assistance, my investigators would have been overwhelmed with the number of persons contacted. They would have most certainly missed key items of evidence, which are now aiding in the continuing investigation."

Tommy Simmons (DPLU) was thanked for providing information to a homeowner who was facing a legal challenge.

"Justice prevailed and we're so thankful. We appreciate all of your help."

Ellen Beauparlant (Public Administrator) was thanked for providing a photograph and other information to the relative of a man who died.

"Again, thanks to the kind people in San Diego and to the Public Guardian's office."

Raul Cortes (Assessor/Recorder/Clerk) was thanked for providing information in response to an inquiry from the Board of Supervisors.

"Please express my thanks to Raul."

Cathy Glaser, Andrea Parr and Barbara Walther (Registrar of Voters) were thanked by a recently retired teacher for assisting high school students who were about to vote for the first time.

"I retired this year. I will miss those election-time visits to the Registrar of Voters. I commend your staff for their friendliness, knowledge and tireless effort."

News Briefs Extra

'Decaders' Do Their Thing

Anyone who has worked for HHSA or Social Services for 10 years or more is invited to join the Decaders. The group meets once a year at a fall luncheon, giving members a chance to visit with former co-workers and enjoy a great lunch on San Diego Bay. For more information, contact Jessie Burrows at (858) 488-8194, or Jean Stasko at (858) 495-5005.

Dance the Day Away

All County employees and their families are invited to attend the 7th annual Big Band Concert and Dance on Saturday, Oct. 4, from 1 to 5 p.m. at the Pier Plaza Amphitheater at the base of the Oceanside Pier. Your \$6 entrance donation will benefit the North County Foster Parent Association and their many programs and scholarships for foster youth. To receive tickets in advance, send a check made out to "Straight From the Heart" to Jay Wimmer, HHSA North Coastal Regional Center, Mail Stop N-135. Please include name, phone number, number of tickets requested and return mail stop. Groups of 10 or more will have reserved seating. For information, call (760) 630-0909.

It's Time to Fight Pollution

"It's Time" is the national theme for Pollution Prevention Week 2003, and the County of San Diego is keeping up with the times by continuing to lead the San Diego area in efforts to minimize the contamination of our environment. This year's celebration of Pollution Prevention Week includes workshops, beach clean-ups, public information displays, and public service announcements to encourage and inspire residents and businesses to conserve and preserve our natural resources. In addition the Board of Supervisors will be proclaiming the week of Sept. 15-21 National Pollution Prevention Week throughout the County of San Diego. For pollution prevention tips and to see the San Diego Area Calendar of Events for Pollution Prevention Week, visit the DEH website at: www.sdcountry.ca.gov/deh. And don't forget to stop by the Pollution Prevention Display when visiting the County Administration Center Sept. 15-19.

Interviewing for Success

The Human Resources Services Division offers a quarterly training class, "Interviewing and Selection... Selecting the Best." This fun and interactive four-hour class covers everything from question development, structuring your interview, and interviewing and the law. It is designed for County managers, supervisors and personnel officers. The course summary can be found in the Employee Development Training Academy Catalog and is also included in the Supervisory Academy curriculum. The next class will be from 8 a.m. to 12 p.m. at the Employee Development Office on Beech Street. Early registration is encouraged. To enroll, call Employee Development at (619) 578-5772.

Public assistance – for a County employee

It's Barbara Silvia's job to link the public with the right County department to meet their needs, but a recent request for assistance helped a County employee.

Silvia, Public Assistance Information Unit supervisor, received a letter a couple of months ago from a soldier in Iraq who was trying to get in touch with Kim Ranson, a county employee who had befriended him in the past. Silvia was touched.

"I have 18- and 20-year-old sons, and I felt like I owed it to him to do more," she said.

After calls to Foster Care and Foster Care Licensing proved fruitless, Silvia mentioned her search to a colleague on a network of organizations that Silvia belongs to. The colleague's boyfriend knew of Kim Ranson and thought she worked for the County. Silvia finally located her at Polinsky Children's Center and gave her the letter.

"We were both very choked up," Silvia said. "We were all cheering here when I found her. I asked a lot of co-workers to help me."

Ranson got to know the soldier when she was working in the Health and Human Services Agency's Independent Living Skills (ILS) unit. She, Nina Morgan, Carol Fowler, Rick Butt and Becky Slade "kind of adopted him," Ranson said. Ranson has sent a letter back to the soldier.

"I want to find him when he comes back so we can all get in touch with him," she said. "He is such a sweetheart. Once you get to know him, he's a friend for life."

DIBBS Awards

The following County employees received DIBBS awards during the second half of the 2002-03 fiscal year. The ceremony was held in July.

Agriculture/Weights & Measures:

Intangible Awards: \$50 – ARELEOUS BURTON (receiving two \$50 Intangible Awards.), MARK BUTTNER, MICHAEL FEELEY, LINDA HAMEL, MICHELE HERRMANN, JENNIFER LAWSON (receiving two \$50 Intangible Awards.), LAWRENCE RANDALL, BRAD SHIPLEY, ANN SIXTUS (receiving two \$50 Intangible Awards.)

Air Pollution Control District:

Productivity & Tangible Award \$4,394, \$73,105 Saved, JASON LA BLOND - Mr. La Blond recommended implementing an informational database for Compliance Division staff. His suggestion saved staff time and eliminated numerous hard copies of documents being distributed to staff.

Productivity & Tangible Award \$850, \$9,567 Saved, GARY HARTNETT - Mr. Hartnett recommended eliminating the Hazwoper yearly refresher training allowing for more adequate training to take place. His suggestion saved staff time and cost savings.

Intangible Award \$50 – DAN PLOTNER

Animal Services:

Intangible Awards \$50 – LAURA BERKSON (receiving two \$50 Intangible Awards.), LEONOR GRACIA, MAGDALENA O'DELL, JENNIFER SCHUTT (receiving three \$50 Intangible Awards.) Intangible Awards \$50 (, 2) – TIFFANY SHIELDS, MARY BETH SMIGELSKI

Assessor/Recorder/County Clerk:

Productivity Award \$1,000, \$25,614 Saved, JOSEPH CHAVEZ - Mr. Chavez recommended using a spreadsheet in Excel to enable staff to be more efficient in adding up parcel numbers and land improvement values to properties. His suggestion saved staff time and improved office efficiency.

Productivity Award \$448, \$8,954 Saved, DANIELLE THOMTON - Ms. Thomton recommended using an Excel spreadsheet that creates accurate tracking of audits. Her suggestion provided effective time management for Audit clerical support staff.

Productivity Award \$400, Saved \$7,990, DANIELLE THOMTON - Ms. Thomton recommended streamlining the letter and billing process by using document templates. Her suggestion saved staff time and improved office efficiency.

Intangible Award \$50 – Intangible - MIKE KVEEN

Auditor & Controller:

Productivity Award \$90, Saved \$1,800, PATRICIA PATTERSON-CROHN - Ms. Patterson-Crohn recommended installing the Civil Judgment interest calculation software program to decrease the time spent manually calculating accrued interest due while processing Writs and calculating Judgment lien clearances. Her suggestion saved staff time.

Intangible Awards \$50 – ALICIA ALDRETE & VIC ROBBINS

Child Support Services:

Intangible Award \$50 – MARIA HERRERA

Clerk of the Board:

Intangible Awards \$50 – SARA BURT & CLAIRE TOSH

Community Service Group:

Intangible Award \$50 – VICKI CHAPPELL

District Attorney:

Tangible Award \$815, Saved \$5,436, DEAN MAIER - Mr. Maier recommended using staff to convert files from WordPerfect to Microsoft Word instead of using Pennant Alliance. His suggestion saved revenue.

Tangible Award \$294, Saved \$1,962, ELAINE MAY - Ms. May recommended staff use the DMV website for revisions to the Vehicle Code instead of purchasing numerous copies. Her suggestion saved revenue and provided staff with a greater resource for code information.

Intangible Award \$50 – JANESTA BURNS

Environmental Health:

Productivity Award \$243, Saved \$4,860, JULAYNE GATH & DOROTHY JANSE - Ms. Gath & Ms. Janse recommended limiting the number of Food & Housing temporary event permit inspections to yearly for non-problem operators and once per quarter for problem operators. Their suggestion saved staff time.

Productivity & Tangible Award \$572, Saved \$4,026, BILLIE SANGSTER - Ms. Sangster recommended using a professional mailing service, instead of having mass mailings in-house. Her suggestion saved staff time, supplies and provided a more efficient way to meet timely mailing deadlines.

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DIBBS Awards

Productivity Award \$185, Saved \$3,691, STEVE DURHAM, Mr. Durham recommended using Microsoft Outlook to improve the room reservation system. His suggestion improved office efficiency.

Intangible Awards \$50 - BRAD LONG, DOROTHY MALOWNEY, JOHN MISLEH
Intangible Award \$50 (, 2) - CINDY MARK & ED SLATER

General Services:

Tangible Award \$75, Saved \$500, DAVE CLINGAN - Mr. Clingan recommended auctioning 20,000 concrete roofing pavers, which were removed from the North County Detention facility for disposal. His suggestion created a new source of revenue.

Intangible Award \$50 - CARI PORTER GLORIA & AVA SALUNGA

Health & Human Services Agency:

Intangible Awards \$50 - NANCY CONNOR, FLORENTINA DEPERIO, BRUCE ERRICSON, SANDRA GUEVARA, DOMINIQUE GUILLOCHON, MARINA HOLLON, JEAN KLABER, TAMIKA KNIGHT, CAROL KOZIK-SPOULE, REAKSMEY MEAS, LORETO NEGADO, JOSE ORTEGA, IRENE PETROPOUIOS, KAREN ROTOLO, MARK SCHLISSEL, TERRY SINSAY, LEEANNA STONE, SARA WAKELEY, DIANNE WILLIAMS & REMEDIOS YUCHING.
Intangible Awards \$50 (, 2) - MINOSHIA HUMPHREY & DEMI HUNGERFORD.

Housing & Community Development:

Productivity Award \$192, Saved \$3,842, LORENE KELLOGG - Ms. Kellogg recommended requesting Board authority to authorize the Director of Housing & Community Development to release draft agency plans for public review, thereby eliminating the board letter process. Her suggestion saved staff time. (Also receiving three \$50 Intangible Awards.)

Intangible Awards \$50 - RACHEL GUERRA & CYNTHIA JOHNSON

Human Resources:

Intangible Award \$50 - DOUG BELL

Library:

Productivity Award \$50, Saved \$238, BERTHA HUERTERO - Ms. Huertero recommended creating a NCR form for lost items receipt to customers. Her suggestion improved office efficiency and saved staff time by not having to fill out information twice for each lost item.

Media & Public Relations:

Intangible Award \$50 - BARBARA CASSADY

Parks & Recreation:

Tangible Award \$232, Saved \$1,549, SYLVIA BUGIEL - Ms. Bugiel recommended changing the Brinks pickup at County Parks Reservations to twice a week, instead of five days per week. Her idea saved revenue.

Intangible Award \$50 - PAMELA THOMAS

Planning & Land Use:

Tangible Award \$873, Saved \$5,821, DEEPIKA JAGTIANI - Ms. Jagtiani recommended providing codes for staff when using the copy machine. Her suggestion provided more control over copier usage and saved on the maintenance cost for this machine.

Productivity Award \$237, Saved \$4,750, CHRISTINE CLARY - Ms. Clary recommended rebuilding the letter request form for residential and commercial properties. Her suggestion saved staff time and improved office efficiency.

Productivity Award \$137, Saved \$2,746, BETS MARSH & JUNE ROSARIO - Ms. Marsh & Ms. Rosario recommended changing the procedure for copying reports for Planning & Environmental Review Board and Planning Commission Hearings. Her suggestion saved staff time. (They are also receiving a \$50 Intangible Award.)

Intangible Awards \$50 - CARRIE HALL, PAMELA LEVIN & LYNN WALKER,

Probation:

Intangible Award \$50 - VICTORIA MORALES

Public Works:

Productivity Award \$357, Saved \$7,135, TYRONE BERLANGA & ROY WHITE - Mr. Berlanga & Mr. White recommended implementing a provision for filing 1966-1975 color negatives 9x9 on spools. Their idea saved staff time and provided a way of better protecting invaluable negatives.

Intangible Awards \$50 - ZEMIRAH LEE & SUSAN QUASARANO

Registrar of Voters:

Productivity & Tangible Award \$628, Saved \$6,221, SHARON LUKE & CARMEN VALENZUELA - Ms. Luke & Ms. Valenzuela

DIBBS Awards

recommended a new method for recruiting potential poll workers by making initial phone calls instead of mailing information gathering letters. Their suggestion saved revenue and staff time.

Registrar of Voters:

Productivity & Tangible Award \$752, Saved \$5,058, BERNADINE DAVIS - Ms. Davis recommended including in the voter website a request for voters to type in their place of birth. Her suggestion provided a more efficient way of processing online voter registration requests.

Productivity Award \$347, Saved \$6,938, JANE MCCLURE - Ms. McClure recommended changing the process for candidates filing combination papers for nomination, and in-lieu signature. This offsets the filing fee by verifying the signatures first. Her suggestion reduced data entry and improved office efficiency. (receiving a \$50 Intangible Award.)

Productivity Award \$147, Saved \$2,943, NELLIE MUNOZ - Ms. Munoz recommended providing District map information on the internet. Her suggestion improved office efficiency and customer service.

Tangible Award \$295, Saved \$1,965, ELAINE VASSILIOU - Ms. Vassiliou recommended updating and correcting the place of birth on voter data file. Her suggestion saved staff time verifying voters in the active voter file.

Intangible Awards \$50 - CEASAR BOLCHINI, HOLLY DAVIDSON, CATHY GLASER & NEVADA SORENSEN

Sheriff:

Tangible Award \$230, Saved \$1,530, ROSANNA SCHOLZ - Ms. Scholz recommended ordering supplies in bulk. Her suggestion saved on supply cost.

Tangible Award \$50, Saved \$236, MICKI LANG - Ms. Lang recommended having gas keys on a PVC pipe for a key ring. Her suggestion eliminated lost or misplaced gas keys and provided a more visible key ring.

Treasurer/Tax Collector:

Intangible Award \$50 - FRANK STUBBS